

Pathways for vulnerable groups

Offenders (including Prison Discharge)

	Referral	Assessment	Prevention Hub	Outcomes
Activities	<p>An offender who is threatened with homelessness will either self-refer or be referred to Housing Solutions through Integrated Offender Management (IOM), their probation officer or the prison they are being discharged from. They can also be referred through a hospital.</p>	<ul style="list-style-type: none"> An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral- this includes a needs and risk assessment if support needs have been identified. For those clients monitored under MAPPA arrangement, the lead Gateway Support officer for MAPPA will carry out assessment. Following this assessment, the client will be introduced to the Personal Housing Plan (PHP). 	<ul style="list-style-type: none"> If the client has med/high support need, they will be referred to the Prevention Hub by Gateway Support Team. If the client has no/low support need, they will be referred to the Prevention Hub by a case worker. Clients will also be referred to other support agencies to meet other needs identified that are non-housing related 	<p>Clients with med/high support needs have the following options:</p> <ul style="list-style-type: none"> Supported accommodation Housing First Return home <p>Clients with no/low support needs have the following options:</p> <ul style="list-style-type: none"> Independent accommodation Return home
Who is involved	<ul style="list-style-type: none"> IOM Probation officer Prison Hospital 	<ul style="list-style-type: none"> Housing Solutions Team Gateway Support Officer 	<p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Social care Housing Solutions floating support partners Complex Needs Advisory Panel Housing Solutions support accommodation partners <p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Procurement Team No First Night Out Finders Fee Scheme Private Tenancy Team Solace Financial Inclusion Team Other voluntary sector accommodation finding services Other single people initiatives 	

Housing Solutions internal teams

External partners

Internal teams & external partners

Offenders (including Prison Discharge)

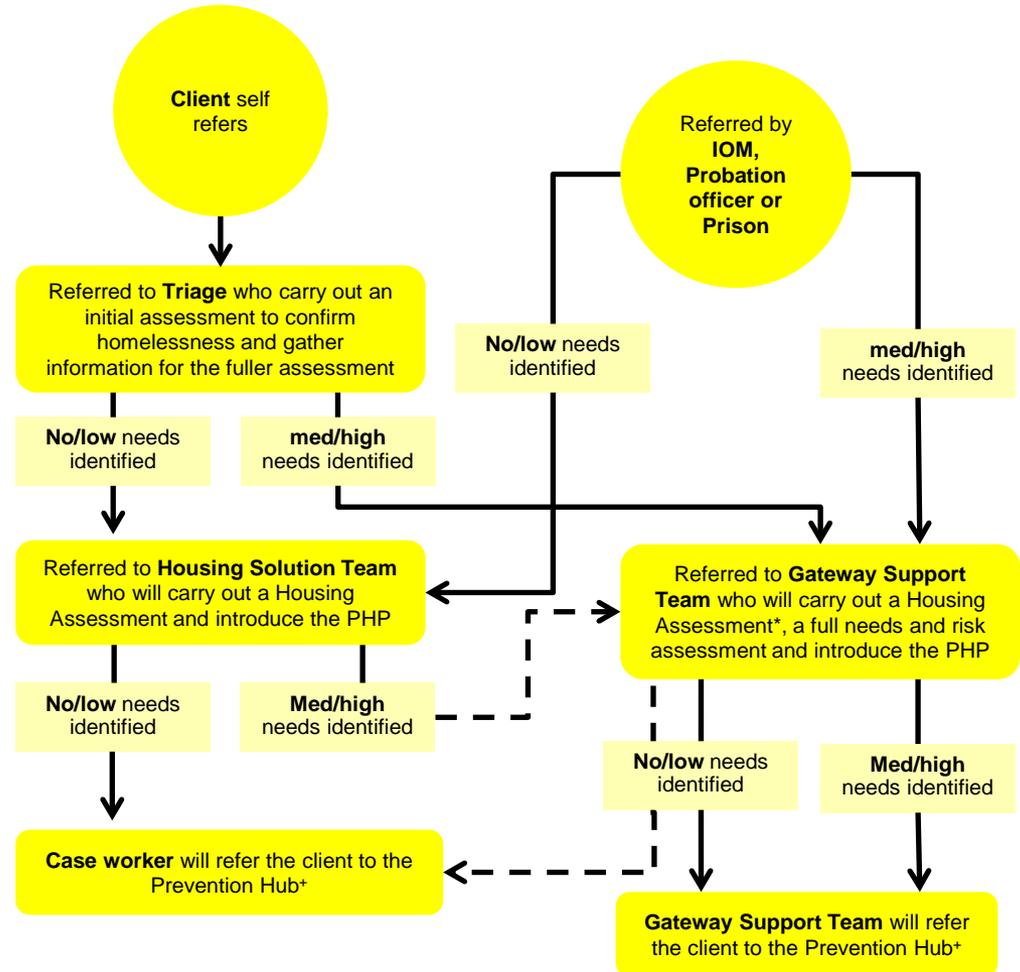
Getting ex-prisoners and offenders into stable housing can act as a gateway to effective resettlement including engaging with education or training, gaining employment and engaging with services where any other support needs may need to be addressed e.g. mental health, drugs/alcohol etc.

Offenders who are homeless or threatened with homelessness can approach Southwark Council for advice and assistance to either prevent or relieve homelessness.

Housing Solutions Services have referral pathways protocols with some specific agencies that work with offenders who are homeless or at risk of homelessness. These agencies include the Integrated Offender Management team (IOM) and the London Probation Service for clients who are on Probation that are high risk or monitored under the Multi Agency Public protection Arrangements (MAPPA).

Housing Solutions will undertake a detailed housing needs assessment of all customers who present for assistance or referred in by other agencies. For those customers who may have additional support needs a full needs and risk assessment is also completed to ensure that the most appropriate housing option is advised. A personalized housing plan will be drawn up confirming any advice given, how the Council will assist the customer and what the customer needs to do to help themselves.

Housing Solutions work collaboratively with internal and external partners to secure affordable permanent housing for their customers i.e. mediation to return home, advice on Social Housing, Private rented accommodation or supported accommodation. The team also refer customers to agencies where any unmet needs have been identified following an assessment i.e. Care Live Grow, Social care, SLAM etc.



* If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another

+ The Prevention Hub services clients are referred to, are dependent on their needs

Young People – 16/17 year old

	Referral	Assessment	Prevention Hub	Outcomes
Activities	<p>A 16/17 year old who is homeless or threatened with homelessness may self refer or be referred through a social worker or school</p>	<ul style="list-style-type: none"> A Joint Assessment which includes a Children’s Act Assessment is carried out with the client, a social worker and a Housing Solutions officer If the client comes under section 20 pathway, social services have a duty to support them If the client comes under section 17 pathway, Housing Solutions have a duty to support them 	<ul style="list-style-type: none"> Clients will be referred to the Prevention Hub as well as other support agencies to meet other needs identified that are non-housing related 	<p>Clients under Section 17 have the following options:</p> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px; text-align: center;">Supported accommodation</div> <div style="border: 1px solid black; padding: 2px; text-align: center;">Return home</div>
Who is involved	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px; text-align: center;">Social services</div> <div style="border: 1px solid black; padding: 2px; text-align: center;">School</div>	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px; text-align: center;">Housing Solutions Team</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px; text-align: center;">Gateway Support Officer</div> <div style="border: 1px solid black; padding: 2px; text-align: center;">Social Worker</div>	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px; text-align: center;">Gateway Support Team</div> <div style="border: 1px solid black; padding: 2px; text-align: center;">Southwark Participation in Education & Training (PET)</div>	

Housing Solutions internal teams

External partners

Internal teams & external partners

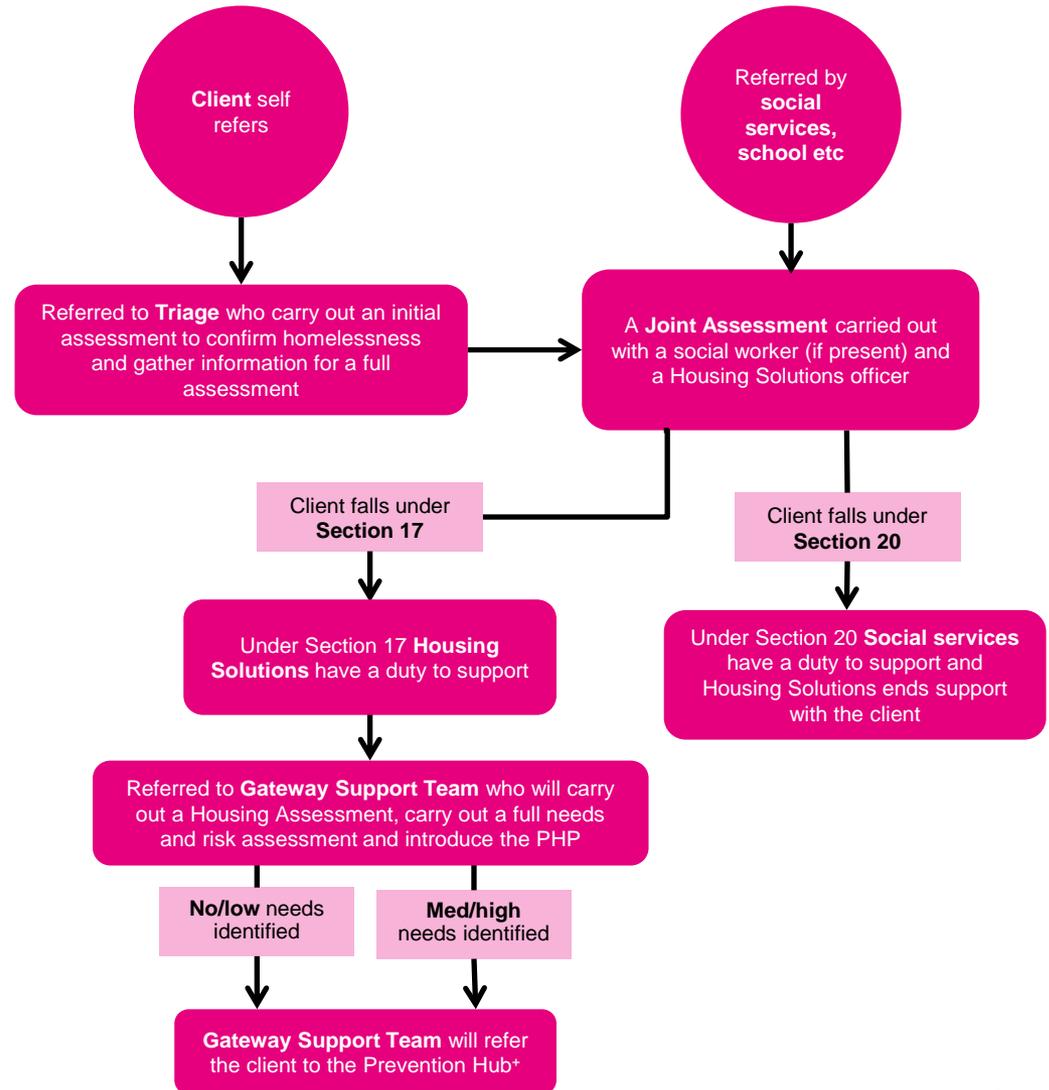
Young People – 16/17 year old

There are many reasons why a young person may be homeless or at risk of homelessness. Common issues include family disputes or domestic violence, although problems in their area such as gangs, and mental health, also contribute towards the risk factors that can result in a young person being asked to leave or having no choice but to leave.

Southwark Children's Social Care and Housing Solutions have working protocols to outline how services are working together to address homelessness and housing need in order to safeguard and promote the welfare of children and young people.

The 16/17 year old protocol details how Social Care and Housing Solutions work with children and young people in relation to their duties under Part 3 of the Children Act and Part 7 of the Housing Act 1996.

Local Authorities should, where feasible, promote the upbringing of children by their families. A range of services exist within the London Borough of Southwark to ensure that children within the ages of 16 and 17 are able to remain within their family where there is a threat of homelessness. These services include mediation, family group conferencing, parenting resources, social work allocation and alternatives to Care Team in Social Care (preventative workers).



+ The Prevention Hub services clients are referred to, are dependent on their needs

Care Leavers

	Referral	Assessment	Prevention Hub	Outcomes
Activities	<p>A care leaver who is threatened with homelessness either self-refers to Housing Solutions or is referred through social services</p>	<ul style="list-style-type: none"> An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral- this includes a needs and risk assessment if support needs have been identified Following this assessment, the client will be introduced to the Personal Housing Plan (PHP) 	<ul style="list-style-type: none"> If the client has med/high support need, they will be referred to the Prevention Hub by Gateway Support Team. If the client has no/low support need, they will be referred to the Prevention Hub by a case worker. Clients will also be referred to other support agencies to meet other needs identified that are non-housing related 	<p>Clients with med/high support needs have the following options:</p> <ul style="list-style-type: none"> Supported accommodation Social housing nomination* Return home <p>Clients with no/low support needs have the following options:</p> <ul style="list-style-type: none"> Independent accommodation Social housing nomination* Return home
Who is involved	<p>Social services</p>	<p>Housing Solutions Team</p> <p>Gateway Support Officer</p>	<p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Social care Housing Solutions floating support partners Complex Needs Advisory Panel Housing Solutions support accommodation partners <p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Procurement Team No First Night Out Finders Fee Scheme Private Tenancy Team Solace Financial Inclusion Team Other voluntary sector accommodation finding services Other single people initiatives Social care Visiting Officer 	
	<p>Housing Solutions internal teams</p>	<p>External partners</p>	<p>Internal teams & external partners</p>	

* Care leavers may receive priority banding under the allocations policy

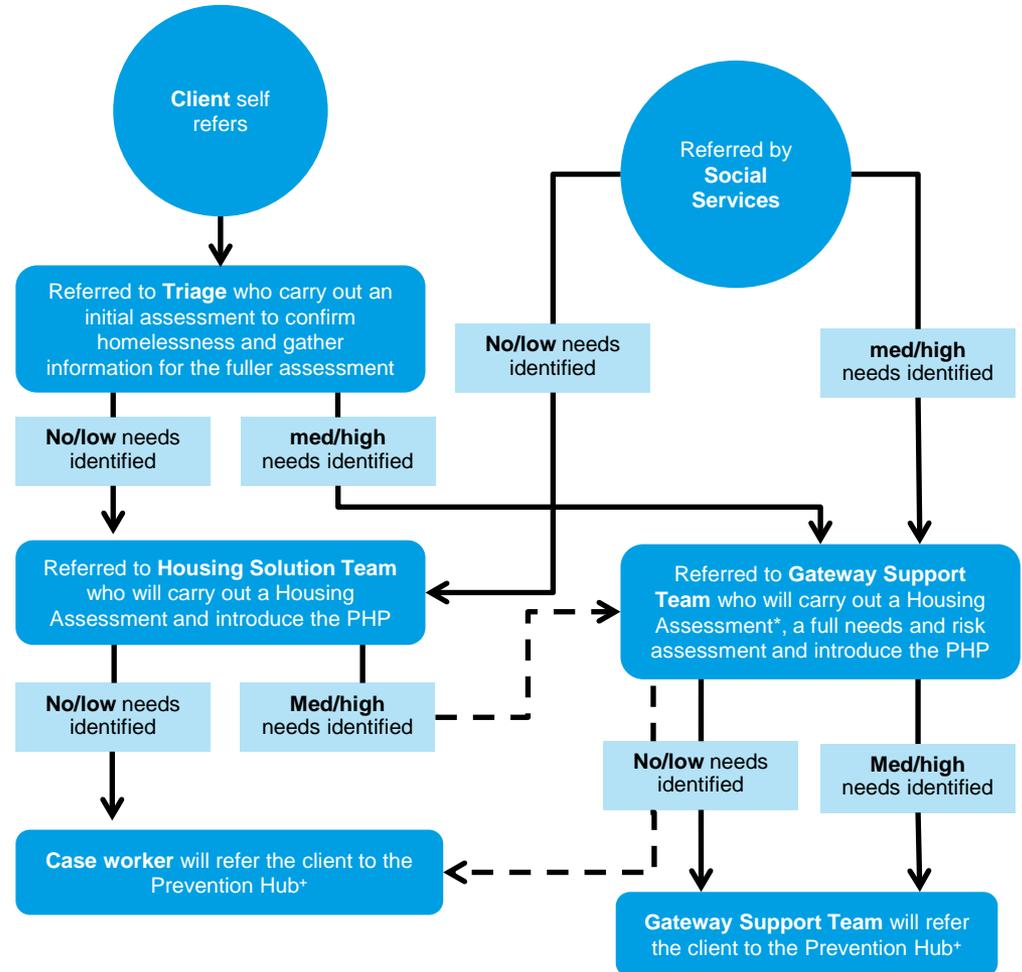
Care Leavers

Most young people who have been in care are entitled to housing assistance if they become homeless. The type of advice and assistance they are offered is dependant on their age and personal circumstances.

The Council's Children's Services team is responsible for finding care leavers somewhere to live until they turn 18. If a care leaver is 18 – 20 years old and is homeless or threatened with homelessness Housing Solutions provide support and assistance with housing.

Housing Solutions will undertake a detailed housing needs assessment of all customers who present for assistance or referred in by other agencies. A personalized housing plan will be drawn up confirming any advice given, how the Council will assist the customer and what the customer needs to do to help themselves.

If the young person has support needs and little or no independent living skills, it is likely that they will be referred to supported accommodation specifically for young people to acquire the skills required to live in independent accommodation in the future.



* If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another

+ The Prevention Hub services clients are referred to, are dependent on their needs

Hospital discharges

	Referral	Assessment	Prevention Hub	Outcomes
Activities	An individual who is identified by the hospital as homeless or threatened with homelessness is referred to Housing Solutions	<ul style="list-style-type: none"> An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral- this includes a needs and risk assessment if support needs have been identified Following this assessment, the client will be introduced to the Personal Housing Plan (PHP) 	<ul style="list-style-type: none"> If the client has med/high support need, they will be referred to the Prevention Hub by Gateway Support Team. If the client has no/low support need, they will be referred to the Prevention Hub by a case worker. Clients will also be referred to other support agencies to meet other needs identified that are non-housing related 	<p>Clients with med/high support needs have the following options:</p> <ul style="list-style-type: none"> Supported accommodation Housing First Return home Personalisation Funding Panel (Mental Health specific scheme)
Who is involved	<ul style="list-style-type: none"> Hospital 	<ul style="list-style-type: none"> Housing Solutions Team Gateway Support Officer 	<p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Social care Housing Solutions floating support partners Complex Needs Advisory Panel Housing Solutions support accommodation partners <p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Procurement Team No First Night Out Finders Fee Scheme Private Tenancy Team Solace Financial Inclusion Team Other voluntary sector accommodation finding services Other single people initiatives Visiting Officer 	<p>Clients with no/low support needs have the following options:</p> <ul style="list-style-type: none"> Independent accommodation Return home
	<ul style="list-style-type: none"> Housing Solutions internal teams 	<ul style="list-style-type: none"> External partners 	<ul style="list-style-type: none"> Internal teams & external partners 	

Hospital discharges

Housing services have an important role to play in supporting the health and wellbeing of the population and offers a valuable solution in both discharges from hospitals and the prevention of new admissions.

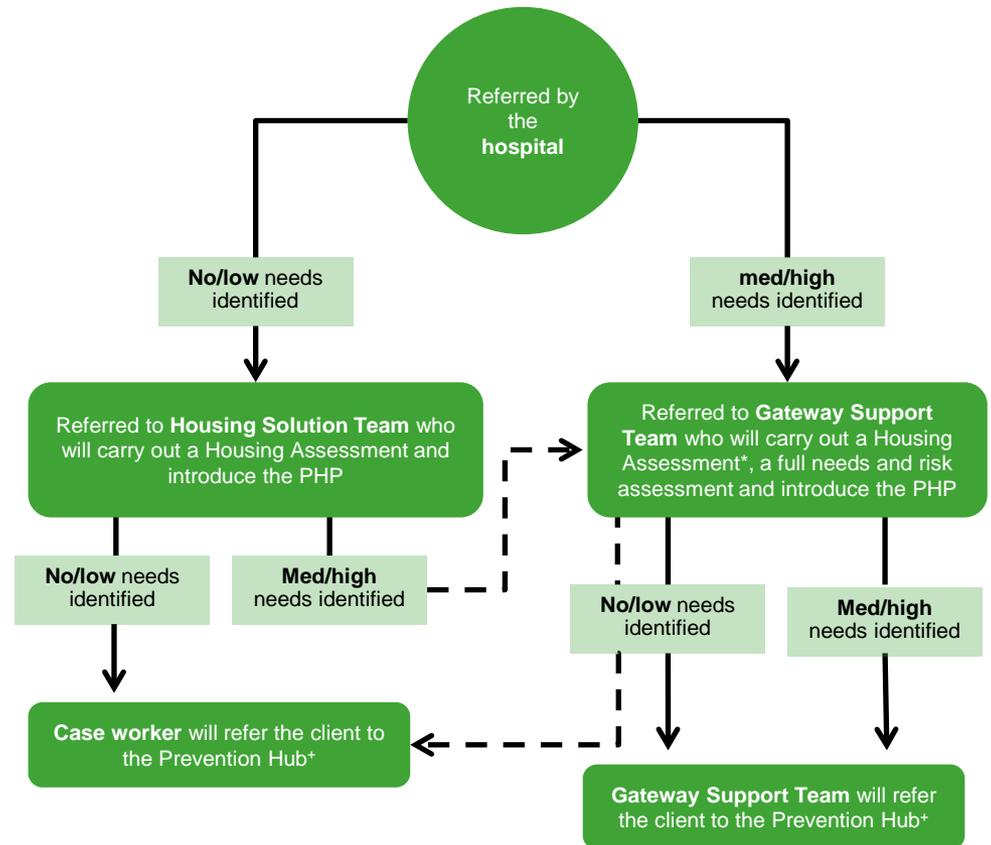
In partnership with social care and health services Housing Solutions have a working protocol with hospitals and other health agencies for customers who are homeless, threatened with homelessness or have a housing need.

It aims to help people with a range of circumstances e.g. fleeing domestic abuse, young single homeless households, homeless families, people with complex multiple needs, alcohol and or drug addiction, a history of offending, learning difficulties, physical disabilities and mental health needs.

Patients are usually asked for their address on admission to a ward in hospital so it is therefore requested that, all hospital discharge referrals are made at this point to send to Housing Solutions. Often potential homelessness can be prevented, but even where this is not possible it is much easier for the patient and the Local Authority to find the accommodation and support the customer may need if a referral is made at the earliest point possible.

Housing Solutions will undertake a detailed housing needs of all customers who present for assistance or referred in by hospitals and health agencies. A personalized housing plan will be drawn up confirming any advice given, how the Council will assist the customer and what the customer needs to do to help themselves.

Housing Solutions work collaboratively with internal and external partners to secure affordable permanent housing for their customers i.e. mediation to return home, advice on Social Housing (including transfers), adaptations, private rented accommodation or supported accommodation.



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+ The Prevention Hub services clients are referred to, are dependent on their needs

Leaving armed forces

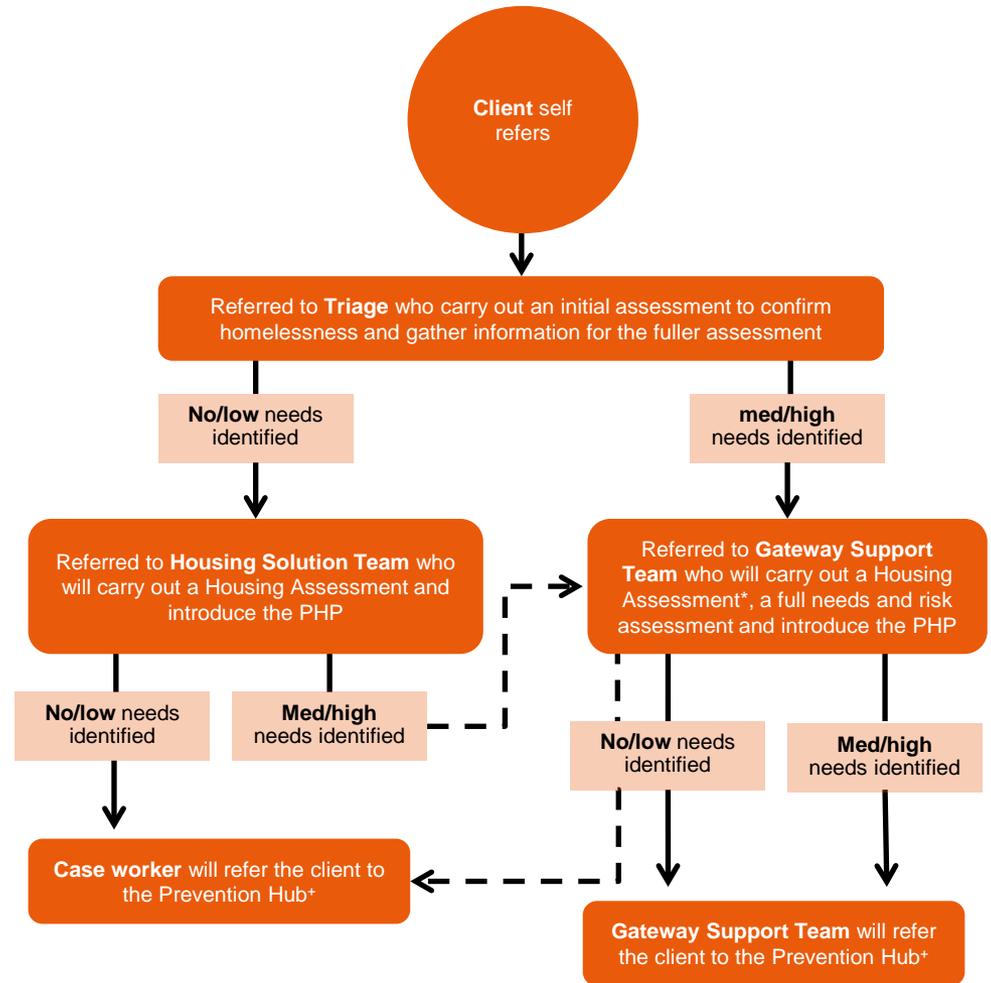
	Referral	Assessment	Prevention Hub	Outcomes
Activities	An individual leaving the armed forces who is homeless or threatened with homelessness will self-refer to Housing Solutions	<ul style="list-style-type: none"> An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral- this includes a needs and risk assessment if support needs have been identified Following this assessment, the client will be introduced to the Personal Housing Plan (PHP) 	<ul style="list-style-type: none"> If the client has med/high support need, they will be referred to the Prevention Hub by Gateway Support Team. If the client has no/low support need, they will be referred to the Prevention Hub by a case worker. Clients will also be referred to other support agencies to meet other needs identified that are non-housing related 	<p>Clients with med/high support needs have the following options:</p> <ul style="list-style-type: none"> Supported accommodation Housing First Return home Social housing accommodation *
Who is involved		<ul style="list-style-type: none"> Housing Solutions Team Gateway Support Officer 	<p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Social care Housing Solutions floating support partners Complex Needs Advisory Panel Housing Solutions support accommodation partners <p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Procurement Team Finders Fee Scheme Solace Other voluntary sector accommodation finding services No First Night Out Private Tenancy Team Financial Inclusion Team Other single people initiatives Visiting Officer 	<p>Clients with no/low support needs have the following options:</p> <ul style="list-style-type: none"> Independent accommodation Return home Social housing accommodation * <p>* Armed forces may receive priority banding under the allocations policy</p>
	Housing Solutions internal teams	External partners	Internal teams & external partners	

Leaving armed forces

Customers who are being discharged from the Armed Forces who have sustained serious injury, illness, medical condition, or disability during service which is attributable (wholly or partly) to the person's service, would be deemed as vulnerable if they approach the council as homeless or threatened with homelessness.

Housing Solutions would carry out a detailed housing needs assessment of all customers who present for assistance or have been referred by a partner agency. A personalized housing plan will then be drawn up confirming any advice given, how the Council will assist and what the customer may need to do to help themselves.

There is an additional discretionary housing option available to customers who have been discharged from the armed forces or serving former members of the Reserve Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service. They can be awarded priority banding under the Council's current allocation scheme for Social Housing.



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+ The Prevention Hub services clients are referred to, are dependent on their needs

Domestic violence

	Referral	Assessment	Prevention Hub	Outcomes
Activities	An individual experiencing domestic violence and as a result is homeless or threatened with homelessness will be referred through a partner agency to Housing Solutions	<ul style="list-style-type: none"> An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral- this includes a needs and risk assessment if support needs have been identified Following this assessment, the client will be introduced to the Personal Housing Plan (PHP) 	<ul style="list-style-type: none"> If the client has med/high support need, they will be referred to the Prevention Hub by Gateway Support Team. If the client has no/low support need, they will be referred to the Prevention Hub by a case worker. Clients will also be referred to other support agencies to meet other needs identified that are non-housing related 	<p>Clients with med/high support needs have the following options:</p> <ul style="list-style-type: none"> Supported accommodation Resettlement in another borough Independent accommodation <p>Clients with no/low support needs have the following options:</p> <ul style="list-style-type: none"> Resettlement in another borough Independent accommodation
Who is involved	<ul style="list-style-type: none"> Partner agency (e.g. SLAM, SPOT) 	<ul style="list-style-type: none"> Housing Solutions Team Gateway Support Officer 	<p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Social care Housing Solutions floating support partners Complex Needs Advisory Panel Housing Solutions support accommodation partners Procurement Team <p>If the client has no/low support needs:</p> <ul style="list-style-type: none"> Procurement Team No First Night Out Finders Fee Scheme Private Tenancy Team Solace Financial Inclusion Team Other voluntary sector accommodation finding services Other single people initiatives Visiting Officer Domestic Violence Housing Support service 	
	Housing Solutions internal teams	External partners	Internal teams & external partners	

Domestic violence

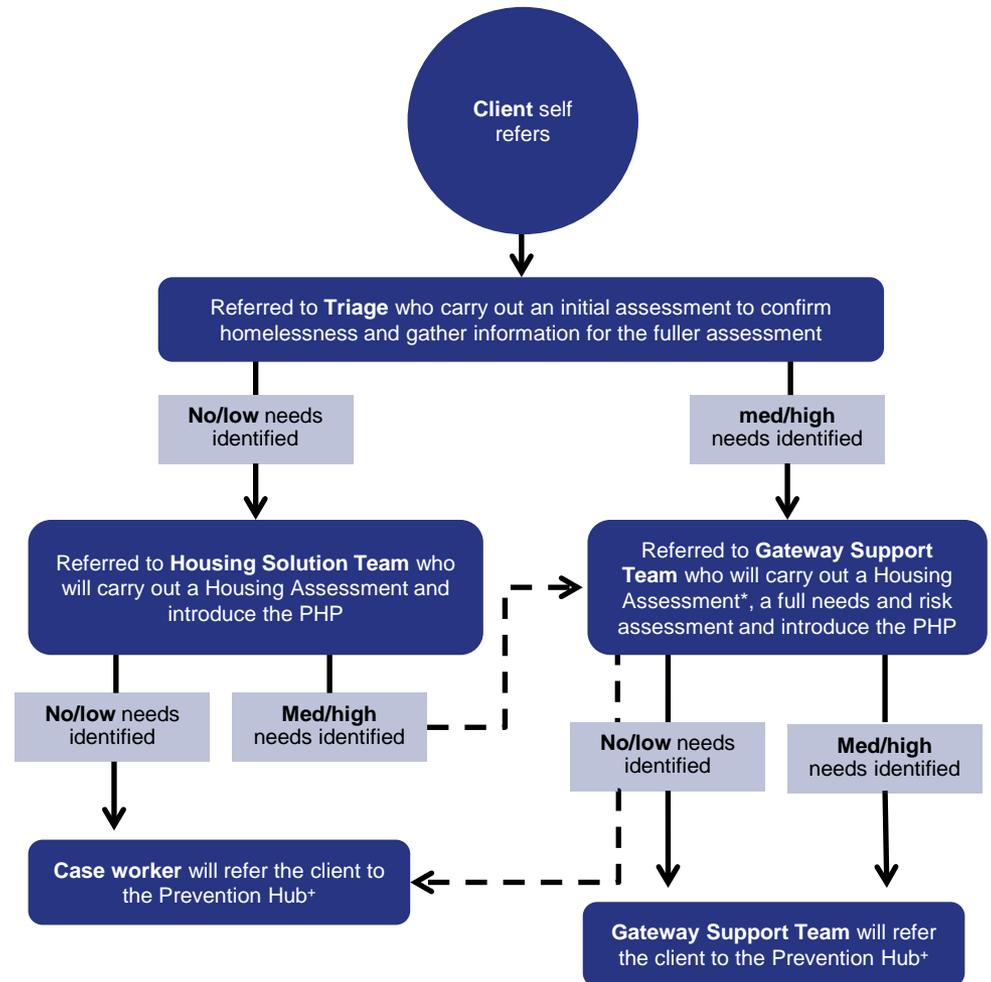
Domestic abuse includes any incident of threatening behaviour, violence or abuse. The abuse can be psychological, physical, social, financial, or emotional. Domestic abuse can happen between two people who are or were intimate partners or family members, regardless of their gender or sexuality.

Anyone experiencing domestic violence can approach Housing Solutions for assistance and information disclosed by a customer should remain confidential.

A full assessment would be completed and a personal housing plan created giving the customer advice on finding alternative accommodation and signposting and referrals to any relevant support agencies.

Housing Solutions work in partnership with Solace Women's Aid which is an independent charity working across London, providing life-saving support to women and children survivors of domestic or sexual violence.

Customers are strongly advised to obtain independent legal advice as soon as possible. If the council makes a decision not to assist with any emergency housing because it believes that it is reasonable for them to continue to occupy their home, the customer can dispute.



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+ The Prevention Hub services clients are referred to, are dependent on their needs

Mental Health

	Referral	Assessment	Prevention Hub	Outcomes
Activities	<p>A person with mental health needs either self-refers to Housing Solutions or is referred by a agency working with clients who have mental health conditions</p>	<ul style="list-style-type: none"> An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral- this includes a needs and risk assessment if support needs have been identified Following this assessment, the client will be introduced to the Personal Housing Plan (PHP) 	<ul style="list-style-type: none"> If the client has med/high support need, they will be referred to the Prevention Hub by Gateway Support Team. If the client has no/low support need, they will be referred to the Prevention Hub by a case worker. Clients will also be referred to other support agencies to meet other needs identified that are non-housing related 	<p>Clients with med/high support needs have the following options:</p> <ul style="list-style-type: none"> Supported accommodation Housing First Return home Personalisation Funding Panel (Mental Health specific scheme)
Who is involved	<p>Partner agency (e.g. SLAM)</p>	<p>Housing Solutions Team</p> <p>Gateway Support Officer</p>	<p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Social care Housing Solutions floating support partners Complex Needs Advisory Panel Housing Solutions support accommodation partners <p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Procurement Team No First Night Out Finders Fee Scheme Private Tenancy Team Solace Financial Inclusion Team Other voluntary sector accommodation finding services Other single people initiatives Visiting Officer 	<p>Clients with no/low support needs have the following options:</p> <ul style="list-style-type: none"> Independent accommodation Return home

Housing Solutions internal teams

External partners

Internal teams & external partners

Mental Health

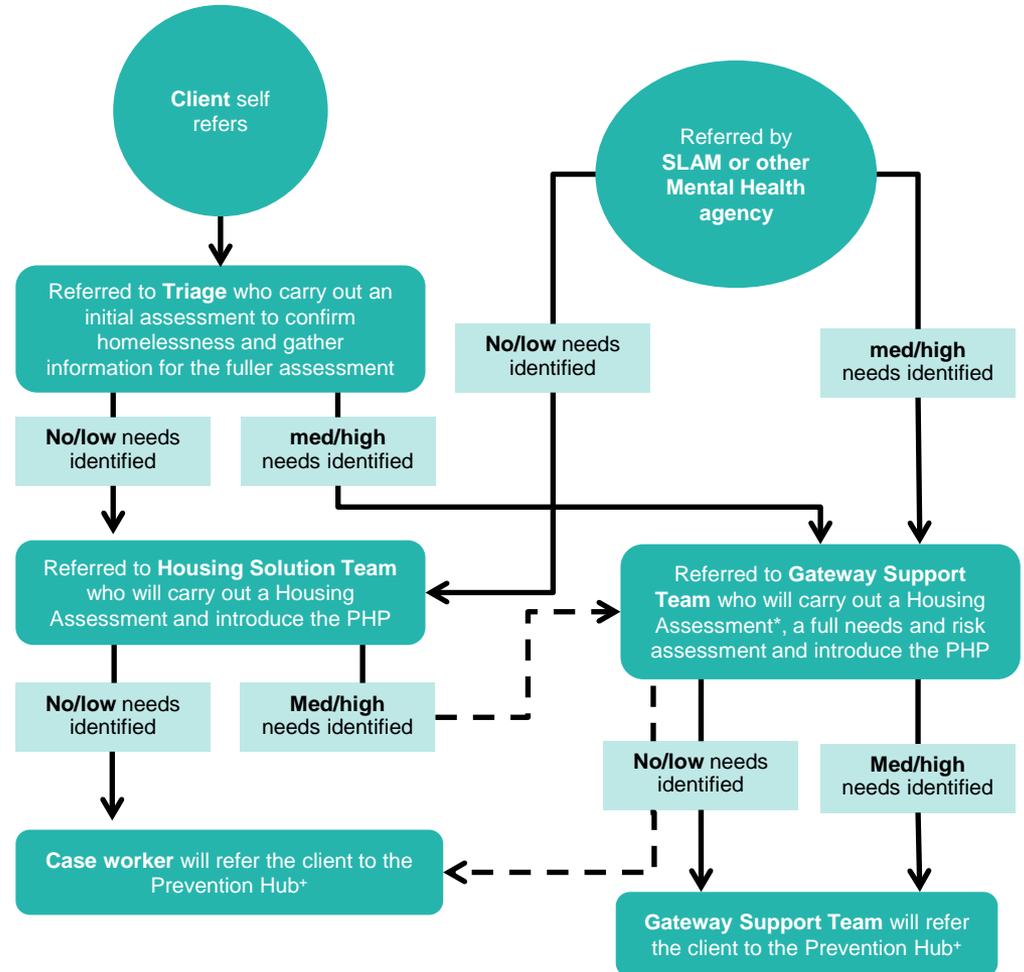
Having a home which is both safe and affordable is extremely important for general health. Living in poor housing being homeless or threatened with homelessness could increase chances of developing a mental health problem, or could make an existing one harder to manage.

Housing Solutions work in partnership with a range of agencies to ensure that we meet the housing and support needs of those customers who suffer from mental health issues.

Housing Solutions would carry out a detailed housing needs and risk assessment of all customers who present for assistance or have been referred by a partner agency. A personalized housing plan will then be drawn up confirming any advice given, how the Council will assist and what the customer may need to do to help themselves.

There is a separate Mental health housing pathway for those customers where housing solution options may not meet their specific needs.

Southwark Council continuously review the advice support and advocacy services available to customers with mental health issues across the borough. Where a client may be eligible for a personal budget an outreach support package of care is co-ordinated via Social Care.



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+ The Prevention Hub services clients are referred to, are dependent on their needs

Substance Misuse

	Referral	Assessment	Prevention Hub	Outcomes
Activities	<p>A person with mental health needs either self-refers to Housing Solutions or is referred by a agency working with clients who have mental health conditions</p>	<ul style="list-style-type: none"> An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral- this includes a needs and risk assessment if support needs have been identified Following this assessment, the client will be introduced to the Personal Housing Plan (PHP) 	<ul style="list-style-type: none"> If the client has med/high support need, they will be referred to the Prevention Hub by Gateway Support Team. If the client has no/low support need, they will be referred to the Prevention Hub by a case worker. Clients will also be referred to other support agencies to meet other needs identified that are non-housing related 	<p>Clients with med/high support needs have the following options:</p> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Supported accommodation</div> <div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px;">Housing First</div>
Who is involved	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Partner agency</div>	<div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px;">Housing Solutions Team</div> <div style="background-color: #cccccc; padding: 2px;">Gateway Support Officer</div>	<p>If the client has med/high support needs:</p> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Social care</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Housing Solutions floating support partners</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Complex Needs Advisory Panel</div> <div style="border: 1px solid black; padding: 2px;">Housing Solutions support accommodation partners</div> <p>If the client has med/high support needs:</p> <div style="display: flex; justify-content: space-between;"> <div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px;">Procurement Team</div> <div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px;">No First Night Out</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px;">Finders Fee Scheme</div> <div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px;">Private Tenancy Team</div> </div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px; width: 100px;">Solace</div> <div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px; width: 100px;">Financial Inclusion Team</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px; width: 100px;">Other voluntary sector accommodation finding services</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px; width: 100px;">Other single people initiatives</div> <div style="background-color: #cccccc; padding: 2px;">Visiting Officer</div>	<p>Clients with no/low support needs have the following options:</p> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Independent accommodation</div> <div style="border: 1px solid black; padding: 2px;">Return home</div>
	<div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px;">Housing Solutions internal teams</div>	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">External partners</div>	<div style="border: 1px solid black; padding: 2px;">Internal teams & external partners</div>	

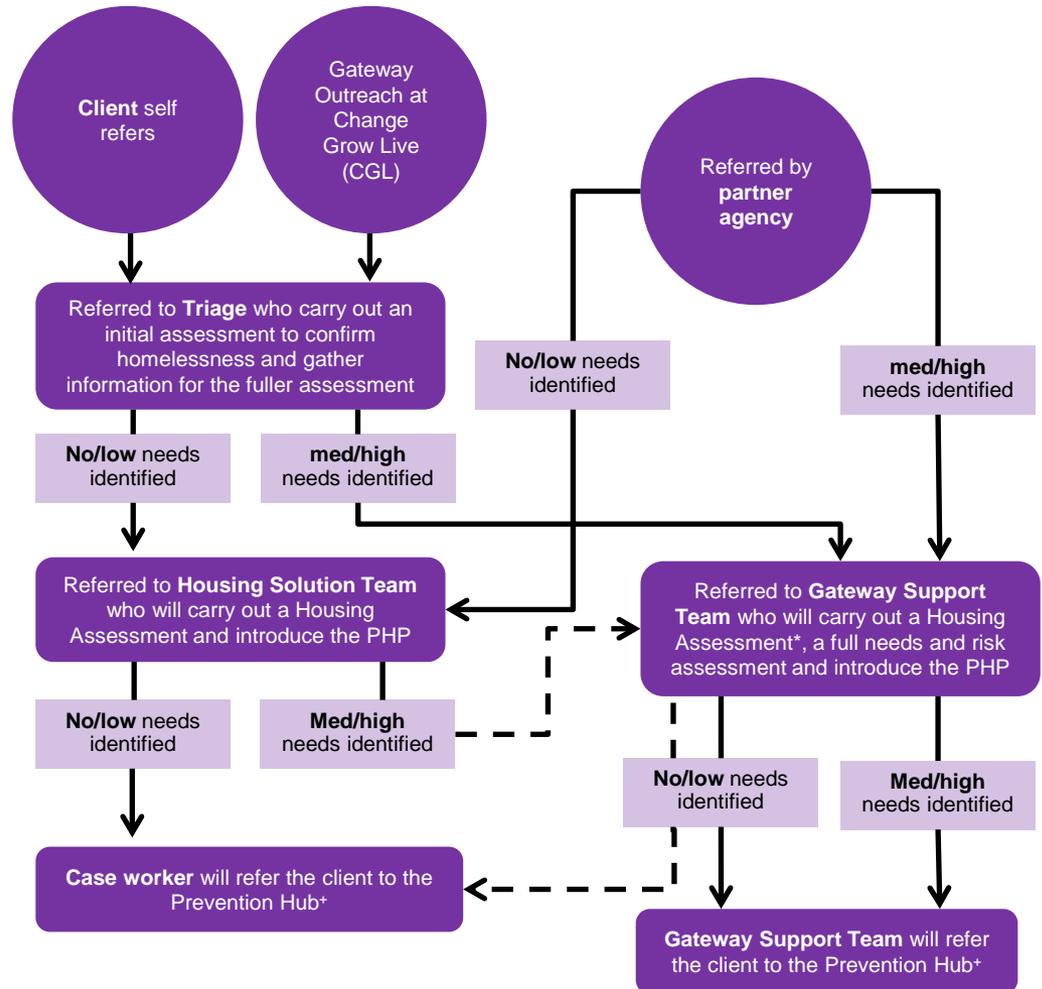
Substance Misuse

Substance misuse can be a cause of homelessness however, it could also be a result of homelessness. Some customers turn to drugs or alcohol to cope with their situation in an attempt to attain temporary relief from their problems.

Southwark Council work in partnership with 'Change Grow Live' (CGL) which is a free, safe and confidential drug and alcohol service for any adult over the age of 18 who lives in the borough. The service supports all people from any background, who uses any kind of drug and/or alcohol and who want to recover or change. CGL work with individuals, families and communities to prevent and reduce harm, to promote recovery and to challenge the inequalities linked to alcohol and drug misuse.

Housing Solutions will undertake a detailed housing needs, support and risk assessment of all customers who present for assistance or referred in by other agencies. A personalized housing plan will be drawn up confirming any advice given, how the Council will assist the customer and what the customer needs to do to help themselves.

Some customers with substance misuse may be assessed as being unable to live in accommodation without housing related support. In these cases they would be referred to supported accommodation specific to their needs to support them to address their substance misuse and gain independent living skills required to enable them to maintain their own accommodation in the future.



* If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another
 + The Prevention Hub services clients are referred to, are dependent on their needs

Rough Sleepers

	Referral	Assessment	Prevention Hub	Outcomes
Activities	<ul style="list-style-type: none"> An individual who has been identified as a rough sleeper by the Street Population Outreach Team (SPOT) will be referred to No Second Night Out (NSNO) if they are new to the rough sleeper database. If they are known to the rough sleeper database, they will be referred to Housing Solutions Tenancy Sustainment Team will alert SPOT or Housing Solutions if they see that a person is at risk of becoming a rough sleeper 	<ul style="list-style-type: none"> New to system: the SPOT team carry out an initial assessment before referral to NSNO. NSNO conduct a fuller assessment and refer client to Housing Solutions An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral- this includes a needs and risk assessment if support needs have been identified Following this Housing Solutions assessment, the client will be introduced to the Personal Housing Plan (PHP) Known to system: the SPOT team carry out fuller assessment and refer the case to the Complex Needs Advisory Panel for those with complex needs or Gateway Support Team 	<p>Following the Housing Solutions assessment:</p> <ul style="list-style-type: none"> If the client has med/high support needs, they will be referred to the Prevention Hub by Gateway Support Team. If the client has no/low support needs, they will be referred to the Prevention Hub by a case worker. Clients will also be referred to other support agencies to meet other needs identified that are non-housing related e.g. Benefits Agency, Sustainment Treatment 	<p>Clients with med/high support needs have the following options:</p> <ul style="list-style-type: none"> Supported accommodation Housing First Return home <p>Clients with no/low support needs have the following options:</p> <ul style="list-style-type: none"> Independent accommodation Return home
Who is involved	<ul style="list-style-type: none"> SPOT No Second Night Out Tenancy Sustainment Team 	<ul style="list-style-type: none"> Housing Solutions Team Gateway Support Officer SPOT 	<p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Social care Housing Solutions floating support partners Complex Needs Advisory Panel Housing Solutions support accommodation partners <p>If the client has med/high support needs:</p> <ul style="list-style-type: none"> Procurement Team Finders Fee Scheme Other single people initiatives Solace Other voluntary sector accommodation finding services 	

Housing Solutions internal teams

External partners

Internal teams & external partners

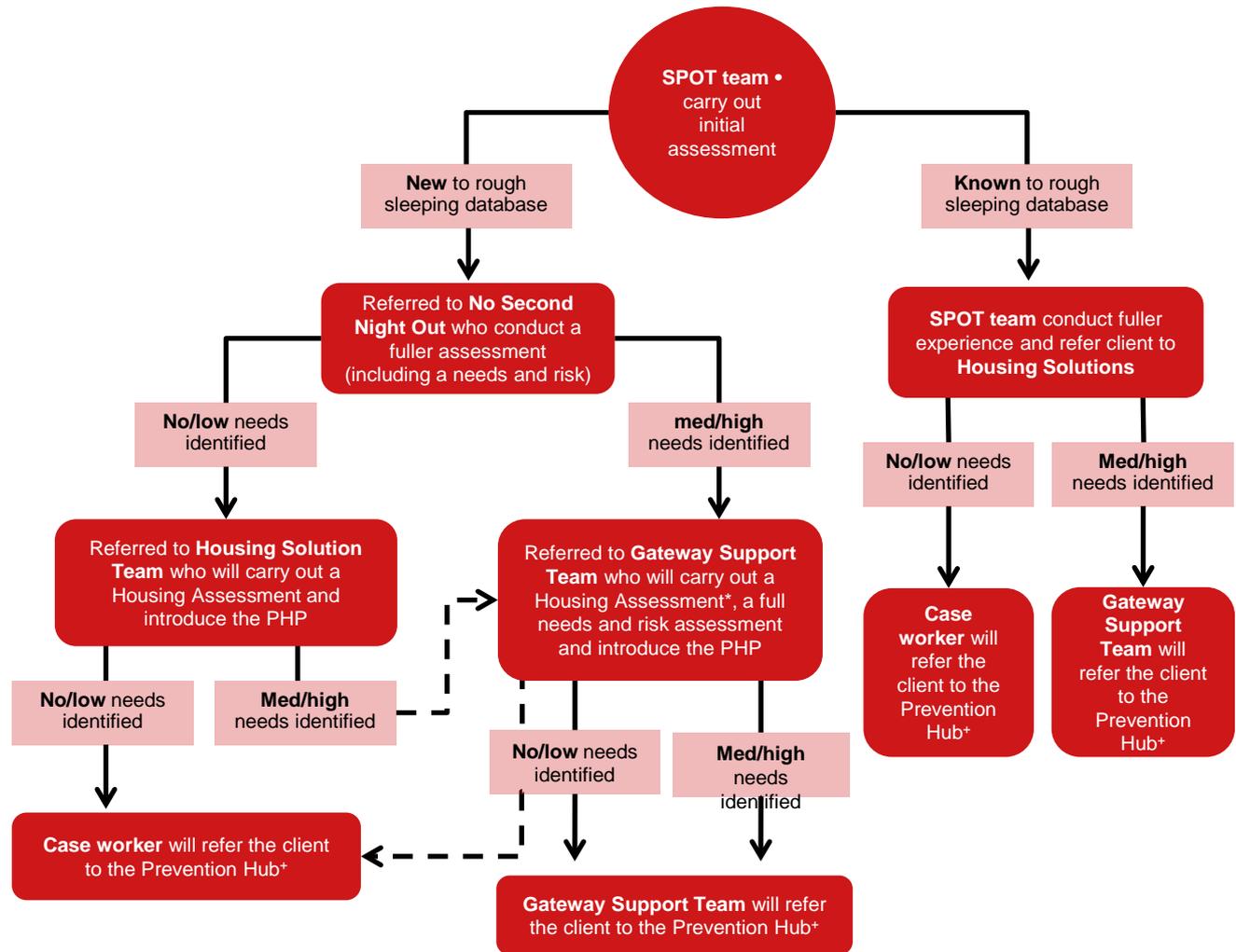
Rough Sleepers

Rough sleeping is defined by the Government as 'people sleeping, or bedded down, in the open air (such as on the streets, or in doorways, parks or bus shelters); people in buildings or other places not designed for habitation (such as barns, sheds, car parks, cars, derelict boats, stations, or 'bashes').

Southwark support St Mungo's who meet with rough-sleepers in the borough, carry out assessments and provide support. We also work with No second Night out (NSNO) who receive referrals from street outreach teams and bring the person to the safety of a NSNO hub or staging post. NSNO will then carry out a comprehensive assessment, after which a Single Service Offer is made so that the person does not need to return to rough sleeping.

St Mungo's and No Second Night Out look at options to reconnect people to their own area or to support them to find accommodation to meet their specific needs. The council has working protocols with these agencies to access Housing Solutions Services for those customers who have a local connection to Southwark. Housing Solutions has also introduced Housing First and No First Night Out models with the aim to eliminate rough sleeping in the borough by 2020 in collaboration with partner agencies.

There are some categories of rough sleepers we cannot assist due to immigration restrictions. In these cases, St Mungo's try to reconnect them with their country of origin.



* The SPOT team will offer on-going support

* If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another

+ The Prevention Hub services clients are referred to, are dependent on their needs

Learning Disabilities

	Referral	Assessment	Outcomes
Activities	<p>A person who has learning disabilities and is homeless or threatened with homelessness will be referred to Learning Disabilities Expenditure & Accommodation Panel by social services</p>	<ul style="list-style-type: none"> A Joint Assessment which includes a Children's Act Assessment is carried out with the client, a social worker and a Housing Solutions officer If the client comes under section 20 pathway, social services have a duty to support them If the client comes under section 17 pathway, Housing Solutions have a duty to support them 	<p>If there are suitable voids identified by Brokerage or they are successful in sourcing appropriate provision outside of voids, they have the following option:</p> <div style="border: 1px solid black; padding: 5px; text-align: center;">Supported living scheme</div> <p>If there are no suitable voids identified by Brokerage and they are unable to source appropriate provision outside of voids, they have the following option:</p> <div style="border: 1px solid black; padding: 5px; text-align: center;">Private rented accommodation with funded outreach support</div>
Who is involved	<div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 5px;">Social Services</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Learning Disabilities Expenditure & Accommodation Panel</div>	<div style="background-color: #cccccc; border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 5px;">Brokerage Team</div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 5px;">Social Worker</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Learning Disabilities Expenditure & Accommodation Panel</div>	

Housing Solutions internal teams

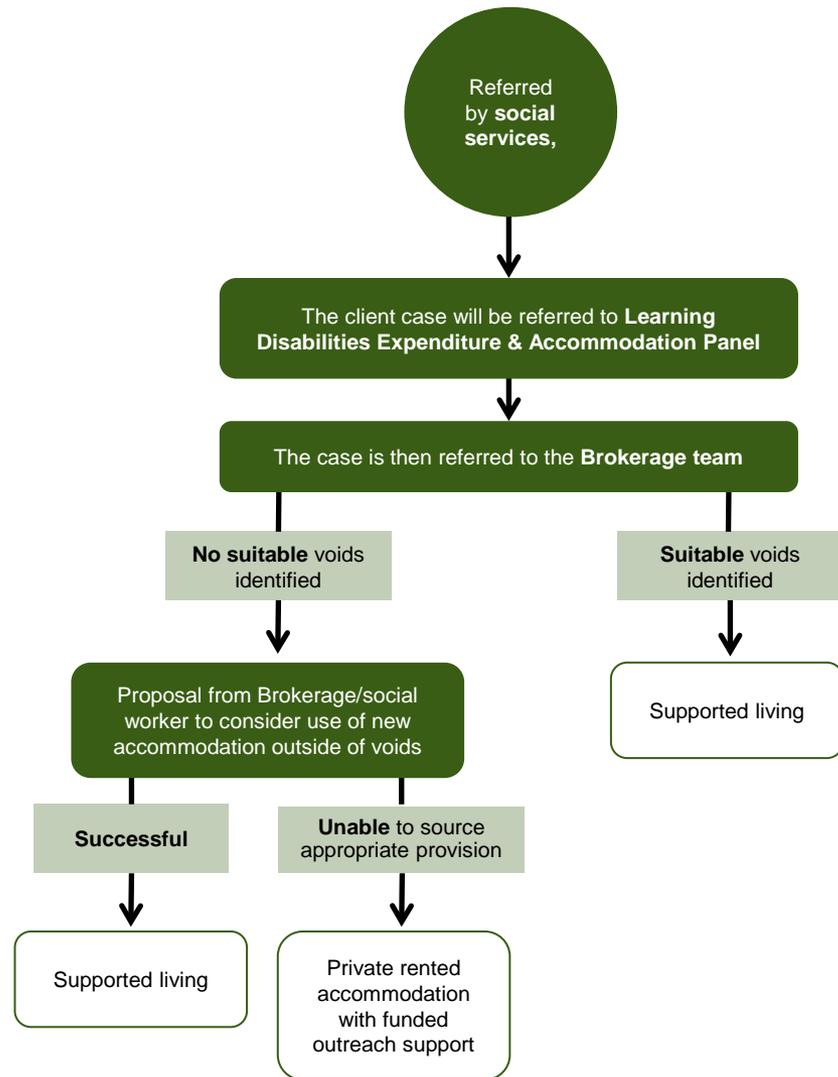
External partners

Internal teams & external partners

Learning Disabilities

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